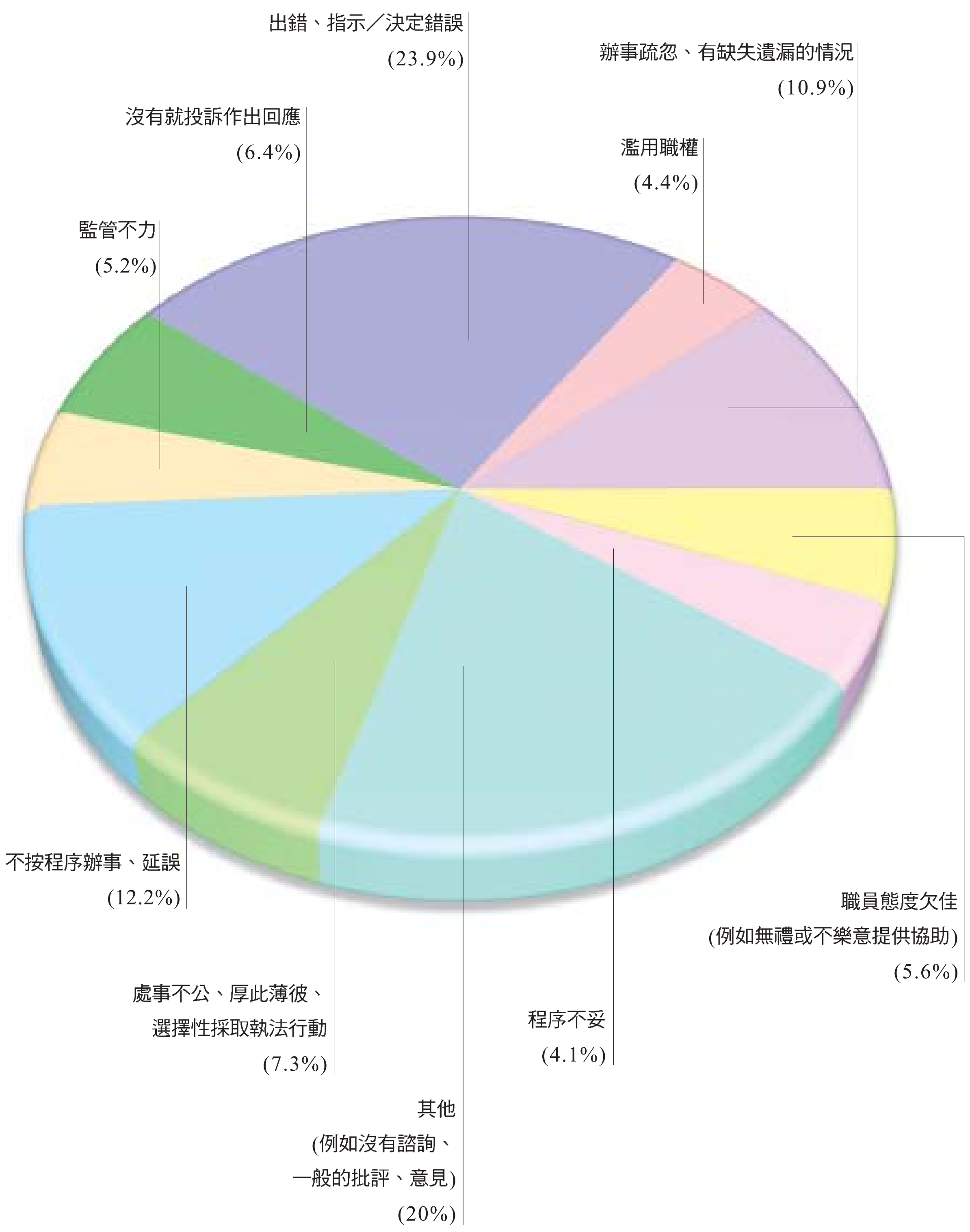已終結的投訴個案性質：4,370 宗